



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Odin Telephone Exchange, Inc.
Fairpoint Communications / Odin Telephone Exchange, Inc.
for quarter ending September 30, 2012

| Performance Data | July | August | September | Quarterly Average |
|------------------------------------------------------------------------|---------|---------|-----------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 4.20 | 4.30 | 4.40 | 4.30 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 9.20 | 9.30 | 9.40 | 9.30 |
| C. Repair Office Answer Time [730.510(b)(1)] | 27.00 | 53.00 | 44.00 | 41.33 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 54.00 | 38.00 | 50.00 | 47.33 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 2.43 | 4.23 | 3.63 | 3.43 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 4.69% | 9.17% | 6.49% | 6.78% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 0.00% | 0.00% | 0.00% | 0.00% |
| J. Missed Repair Appointments [730.545(h)] | 0 | 0 | 0 | 0 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 0 | 0 | 0 |

Comments



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